**U.S. Department of the Navy**
Office of the Assistant Secretary of the Navy (Financial Management and Comptroller)
The Honorable Richard Greco, Jr.

# Success Story

## Naval Reserve Order Writing System (NROWS)

The process of "ordering" a Reservist from civilian life into a Navy duty status for periodic training needed improvement. The process had been slow, paper-driven, dependent on centralized approvals, and not responsive (sometimes inefficient enough to be an obstacle) to local commanders or drilling Reservists. To address these shortcomings, Naval Reserve developed and implemented Naval Reserve Order Writing System (NROWS) in August 2002. NROWS not only resulted in improved service to those who depended on it for an efficient "activation" of a drilling Reservist…but resulted in significant cost savings by retiring several IT systems formerly in use, duplicating this function.

Some noteworthy benefits:

- **Web enabled** the application process for 150,000+ Reserve Orders. No more paper applications or 'lost' requests.

- **Improved delivery of assignment orders and travel instructions.** Using a secure Internet connection, Reservists can track the status of their applications, print draft and official orders, and view their travel itinerary from most computers.

- **Decentralized order writing and financial management.** Empowers unit commanders to better support their commands needing their personnel and to more effectively use limited training funds.

- **Real-time management reports** available for the system.

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